

External complaints policy and procedure

Objective

Jongs Nursery seeks to maintain and enhance our reputation of providing you with high quality products and services. We welcome feedback and complaints as they assist us to improve our operations, products, and service. Feedback enables us to improve the quality of its work, enhance the trust and confidence of stakeholders, identify areas that need to be improved, and ensures that we learn from the feedback provided through the complaints process.

Jongs Nursery is committed to being responsive to the needs and concerns of stakeholders and to resolving your complaint as quickly as possible.

The objective of this policy is to ensure:

- Both you and our staff understand our complaints lodging and handling process.
- Your complaint is investigated impartially with a balanced view of all information or evidence.
- We take reasonable steps to actively protect your personal information.
- Your complaint is considered on its merits taking into account individual circumstances and needs.

Definitions

Complaint: An expression of dissatisfaction by a stakeholder or client with the quality of an action taken or service performed by Jongs Nursery

Complainant: A person making a complaint.

Scope

This policy is intended to apply to any external complaint received by Jongs Nursery, regardless of who makes it. *(Internal issues and grievances raised by staff and volunteers are dealt with in discussion with management and in accordance with Jongs Nursery's Internal Complaints Procedure.)*

This policy must be understood and implemented by all staff, our volunteers and our contracted service providers.

Guiding Principles

At Jongs Nursery we see value and benefit in having a transparent approach to complaints handling. We aim to reassure clients and stakeholders that we are committed to resolving problems to improve our relations, our accountability and transparency. The following four principles guide Jongs Nursery staff in the handling of complaints:

1. *Fairness* is composed of the following three values:
 - **Impartiality** - The Jongs Nursery staff member responsible for handling complaints will investigate all complaints in an objective, unbiased and fair manner. Issues of conflict of interest whether actual or perceived, will be identified to ensure complaints are dealt with objectively i.e., complaints about a staff member will be investigated by another employee with no involvement in the matter.

- Confidentiality - The complainant has a right to expect that their privacy will be respected, and the complaint will be investigated in private. Information gathered to respond to a complaint will only be used to deal with the complaint or address issues arising from the complaint. To protect this right to privacy, access to the complaints data base is restricted to Jongs Nursery select staff.
 - Transparency - Complainants will be advised upon submitting a complaint, details of the complaint handling procedure, so they are aware of the process.
2. *Accessibility* – Jongs Nursery will ensure that the complaints handling process is accessible to all stakeholders, is publicised on the business website and available in print. Readily accessible information about the process of making and resolving complaints is available in a range of formats, so no complainants are disadvantaged. Jongs Nursery will ensure that flexibility is provided to complainants to call, write, and e-mail complaints or to raise concerns in person.
 3. *Responsiveness* - All complaints and constructive feedback will be taken seriously and managed as quickly as practicable. All complainants will be treated courteously and kept updated on the progress of their complaint through the complaints handling process
 4. *Continuous Improvement* – Jongs Nursery is committed to the continual improvement of the complaints handling process and the quality of Jongs Nursery’s work. This commitment is supported by the collection and classification of complaint trends; analysis and reporting of complaints trends; monitoring of complaints handling processes; and reviews.

How to make a complaint

If you wish to provide feedback or make a complaint about our operations, products, or service, you can lodge the feedback or complaint with us in one of the following ways:

- By telephoning us on 0447 036 983
- By writing to us: PO Box 831, Mount Compass SA 5210
- By emailing us at info@jongsnursery.com
- In person by speaking to any of our reception staff.

Information you need to tell us

When investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details.
- The nature of the complaint.
- Details of any steps you have already taken to resolve the complaint.
- Details of conversations you may have had with us that may be relevant to your complaint.
- Copies of any documentation which supports your complaint.

Process

1. All complaints will be acknowledged as soon as possible, ideally within three business days of receiving your complaint we will provide acknowledgment of the receipt of your complaint. The acknowledgment will outline the complaint process, timeframe, and provide the name and phone number of the staff member handling the complaint.
2. Initial review of the complaint is performed to determine if more information is required to complete the investigation. The complainant may be contacted at this time to provide extra information.
3. A full investigation will be performed within ten working days of the complaint being lodged. Investigation will be conducted in an objective, impartial, and fair manner.
4. We will notify you following the investigation of our findings and any actions taken because of those findings regarding your complaint. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.
5. We will amend where appropriate our business practices or policies.
6. We make a record of all complaints for the purpose of continuous improvement through regular review.

At any time during this process, you reserve the right to refer your complaint to the relevant federal, state or territory agency.